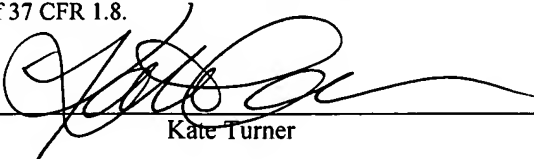


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**In re United States Patent Application of:****Applicant(s):** ANTILLI, Davide**Application No.:** 10/549,392(U.S. National Stage Application of
PCT International Application No.
PCT/EP2004/002657)**Filing Date:** 14 September 2005**Priority Date:** 14 March 2003 (Great Britain
Patent Application No. 0305809.6)**Title:** SYSTEM AND METHOD FOR
THE ESTABLISHMENT OF A
CONNECTION BETWEEN A
CONTACT REQUESTER AND A
COMMUNICATIONS CENTER**Docket No.:** 4245-108**Examiner:** Not Yet Assigned**Art Unit:** Not Yet Assigned**Customer No.:** 23448**23448****FIRST CLASS MAIL CERTIFICATE**

I hereby certify that I am mailing the attached documents to the Commissioner for Patents on the date specified, in an envelope addressed to Mail Stop Amendment, Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450, and First Class Mailed under the provisions of 37 CFR 1.8.



Kate Turner

November 9, 2005

Date of Mailing

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Sir:

Pursuant to 37 C.F.R. §1.56, the attention of the Patent and Trademark Office is hereby directed to the reference(s) listed on the attached PTO/SB/08A. One copy of each reference is attached. It is respectfully requested that the information be expressly considered during the prosecution of this

application, and that the reference(s) be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

- ☒ 1. This Information Disclosure Statement is being filed within three months of the U.S. filing date OR before the mailing date of a first Office Action on the merits. No certification or fee is required.
- ☐ 2. This Information Disclosure Statement is being filed more than three months after the U.S. filing date AND after the mailing date of the first Office Action on the merits, but before the mailing date of a Final Rejection or Notice of Allowance.
- ☐ a. I hereby certify that each item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Information Disclosure Statement. 37 C.F.R. §1.97(e)(1).
- ☐ b. I hereby certify that no item of information in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application or, to my knowledge after making reasonable inquiry, was known to any individual designated in 37 CFR §1.56(c) more than three months prior to the filing of this Information Disclosure Statement. 37 C.F.R. §1.97(e)(2).
- ☐ c. Attached is our check no. _____ in the amount of \$_____ in payment of the fee under 37 C.F.R. §1.17(p). Please credit or debit Deposit Account No. _____ as needed to ensure consideration of the disclosed information. Two duplicate copies of this paper are attached.
- ☐ 3. This Information Disclosure Statement is being filed more than three months after the U.S. filing date and after the mailing date of a Final Rejection or Notice of Allowance, but before payment of the Issue Fee. Applicant(s) hereby petition(s) that the Information Disclosure Statement be considered. Attached is our check no. _____ in the amount of \$180.00 in payment of the petition fee under 37 C.F.R. §1.17(p). Please credit or debit Deposit Account No. _____ as needed to ensure consideration of the disclosed information. Two duplicate copies of this paper are attached.
- ☐ a. I hereby certify that each item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Information Disclosure Statement. 37 C.F.R. §1.97(e)(1).
- ☐ b. I hereby certify that no item of information in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application or, to my knowledge after making reasonable inquiry, was known to any individual designated in 37 CFR §1.56(c) more than three months prior to the filing of this Information Disclosure Statement. 37 C.F.R. §1.97(e)(2).

Respectfully submitted,



Steven J. Hultquist
Reg. No. 28,021
Attorney for Applicant

**INTELLECTUAL PROPERTY/
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT Sheet 1 of 1	COMPLETE IF KNOWN	
	Application Number	10/549,392
	Filing Date	September 14, 2005
	First Named Inventor	ANTILLI, Davide
	Art Unit	Unassigned
	Examiner Name	Unassigned
	Attorney Docket Number	4245-108

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No.	Document Number	Publication Date MM-DD-YYYY	Issue Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document
	AA	US-6356633		03-12-2002	
FOREIGN PATENT DOCUMENTS					
Examiner Initials*	Cite No.	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Translation YES NO ¹
	AB	EP1168791A3	06-05-2002	Netcall Pic	
	AC	EP1195975A3	04-20-2005	Intellprop Limited	
	AD	GB2395093A	05-12-2004	Warren Gregory Tobin	
	AE	GB0306747.7	09-29-2003	Sylvester	
	AF	EP0740450A3	10-30-1996	International Business Machines Corporation	
	AG	EP1168791A2	06-15-2001	Wildman Burnett	
	AH	EP1195975A2	04-20-2005	Intellprop Limited	
	AI	EP0740450A2	10-30-1996	International Business Machines Corporation	
	AJ	EP0539105A2	04-28-1993	American Telephone and Telegraph Company	
	AK	EP0539105A3	04-28-1993	American Telephone and Telegraph Company	
	AL	EP1073249A2	01-31-2001	Lucent Technologies	
	AM	NZ522421A20030228	02-28-2003	Warren Gregory Tobin	
	AN	WO0205533	01-17-2002	Elisa Communications OYJ	
	AO	WO03019959	03-06-2003	SAGE Agent Networks	

NON-PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No.	Include name of the author (in CAPITOL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc), date, page(s), volume-issue number(s), publisher, city and/or country where published	T ²
	AP	Harvey, et al., "Call Center Solutions", AT&T Technical Journal, September-October No. 5, pages 36-44 (1991).	

Examiner signature		Date Considered	
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*Examiner: Initial if citation considered, whether or not citation is in conformance with MPEP § 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

¹ All the foreign patents and publications that are not written in English language are accompanied by their respective English abstracts, which constitute concise explanation of relevance of the non-English patents and publications that satisfy the requirements of 37 C.F.R. § 1.98(a)(3)(i), according to MPEP 609 III A(3).